

# Enterprise Incident Report December 2011

As of 1/3/2012

## Financial Institutions

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Financial Institutions	Metro A Desktop Support	Bruce Stewart	2 1	2 1
		Kraig Ellis	1 0	1 0
		Assigned to Individual Total	3 1	3 1
	Voice Engineering	Julie Johnson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		4 1	4 1
	Customer Company Total		4 1	4 1

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Financial Institutions	Metro A Desktop Support	Bruce Stewart	2 1	2 1
		Kraig Ellis	1 0	1 0
		Assigned to Individual Total	3 1	3 1
	Voice Engineering	Julie Johnson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		4 1	4 1
Customer Company Total			4 1	4 1

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Financial Institutions	Metro A Desktop Support	Bruce Stewart	2 1.38	2 1.38
		Kraig Ellis	1 0.65	1 0.65
		Assigned to Individual Total	3 1.13	3 1.13
	Voice Engineering	Julie Johnson	1 0.90	1 0.90
		Assigned to Individual Total	1 0.90	1 0.90
	Assigned Group Total		4 1.07	4 1.07
Customer Company Total			4 1.07	4 1.07

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Financial Institutions	Metro A Desktop Support	Bruce Stewart	2 0	2 0
		Kraig Ellis	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Voice Engineering	Julie Johnson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		4 0	4 0
Customer Company Total			4 0	4 0

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Financial Institutions	Metro A Desktop Support	Bruce Stewart	2 1.38	2 1.38
		Kraig Ellis	1 1.04	1 1.04
		Assigned to Individual Total	3 1.26	3 1.26
	Voice Engineering	Julie Johnson	1 1.30	1 1.30
		Assigned to Individual Total	1 1.30	1 1.30
	Assigned Group Total		4 1.27	4 1.27
Customer Company Total			4 1.27	4 1.27

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### Detail

<b>INC000000425421</b>	Wayne Thompson	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	2.75
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low	Closed	TTR Missed: No	TTR:	2.75
<b>INC000000427098</b>	Michael Jones	Billing	None	None		TIR Missed: No	TIR:	0.90
	Voice Engineering	Julie Johnson	Financial Institutions	Low	Closed	TTR Missed: No	TTR:	1.30
<b>INC000000434623</b>	Merisa Lanford	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low	Resolved	TTR Missed: No	TTR:	0.00
<b>INC000000435734</b>	Brenda Bell	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.65
	Metro A Desktop Support	Kraig Ellis	Financial Institutions	Low	Resolved	TTR Missed: No	TTR:	1.04